



HR Services for the Workday Product Suite

Quick Reference Guide

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Overview

HR organizations are increasingly turning to cloud-based technologies such as Workday and adopting HR delivery models that support them. While the potential benefits are compelling, it can be a challenge for HR leaders to transform the HR organization to a Software as a Service (SaaS) cloud model and sustain the benefits over time.

The HR Services for Workday solution from IBM provides access to experienced personnel with proven Workday and HR process optimization expertise to help you accelerate and maximize the return on your HR SaaS cloud transformation.

Target Audience

Target Industries: Cross-industry

Client Size: Large enterprises (7,000+ employees)

Sponsor: CIO, CFO, CHRO, VP Talent Management, SVP HR, VP IT

Pain Points

- Inadequate resources or skills required to transform HR operations and service delivery to accommodate SaaS
- Conflicting priorities or constrained time and budgets to focus on HR strategy while optimizing business processes
- Lack of higher skilled statistical/analytics expertise to identify, structure and understand insights from "big data" found in the HR cloud ecosystem

Benefits/Value Proposition

IBM helps clients realize the full benefits of Workday by providing:

- An HR Services for Cloud solution designed to optimize the benefits of HR SaaS
- Reduced costs in a flexible delivery model
- "Shared services operations" for a Workday HR environment from our global delivery centers where, today, we support 1.8 million employees for our clients—responding to 1.5 million inquiries and facilitating or completing more than 2.9 million data transactions per year

- IBM's global delivery model, including the deployment of our enabling AdviseHR technology suite which includes call and case management, a personalized knowledgebase, chat functionality, workflow tools which automate and track requests and work throughout the center, and contact center operational reporting
- Processes designed to drive improved self-service
- More agile response to changes in HR strategy and the Workday release roadmap
- Greater access to analytic insights and improved business agility

Our solution combines extensive global reach and support with deep expertise to help speed time to value in Workday transformations. We can partner with you from the beginning of your transformation from your legacy system into a flexible cloud-based HR delivery model. IBM provides ongoing support to help optimize your investment and provides an adaptable, on-demand resource team. Our skilled data analysts and analytics specialists can help you organize, present and interpret the massive amount of data in your HR systems and provide valuable insights.

Unlike other competitors, IBM has the global scale and breadth of expertise to provide end-to-end services including implementation, post-go-live support and strategic consulting for your HR organization:

- Maximizes value through access to experienced specialists with deep business process and Workday expertise
- Enables more agile responses to changes in HR strategy and the release roadmaps of SaaS applications
- Optimizes planning for release management of Workday applications
- Transforms HR organizational design and delivery into a more streamlined, efficient model powered by analytic insights
- IBM and its Workday partners have worked on more than 100 Workday implementations
- Our rapidly growing Workday practice comprises 150 certified Workday consultants today, growing to 300 by the end of 2014

Key Questions

- Is your HR organization focused on delivering strategic value, or delivering HR administration?

- Can your HR organization attract and retain the skilled resources required to realize all of the benefits of an HR SaaS cloud solution?
- Can you achieve your commitment to a return on investment and sustain it over the long term?
- Can you measure and track the true total cost of ownership for HR as you move to the cloud?
- Can you better contribute to your company's success by focusing on strategic HR and talent management?
- Can you unlock and act on insights from your data?

Competitive Differentiators

Key competitors:

- AonHewitt
- Accenture
- NorthgateArinso

Top reasons why IBM is better:

- IBM has been a Workday Strategic Alliance Partner since 2008.
- IBM has recognized global reach and capabilities for the delivery of HR services.
- IBM, an experienced Workday Partner, provides implementation, transformation and post-implementation services.
- IBM is recognized by industry analysts as a leading provider of HR process services.
- IBM has supported Workday on dozens of implementations and has led many others, including complex multinational implementations.

Our experience spans projects for companies with large employee populations (20,000+ employees) and extremely complex integration environments (60+ integrations).

Average Deal Size/Pricing/Cycle Time

Varies based on project scope and support requirements

Client References

w3: <http://w3.ibm.com/sales/references>

HR wiki: <https://ibm.biz/BdRVJh>

PartnerWorld®:

<https://www.ibm.com/partnerworld/wps/mem/systems/sell/references>

Seller Call-to-Action

Lead passing:

OI: GPS sales, ibm.com S&D client reps

OO: GPS sales specialists

F: IBM HR services specialists

Seller action: Identify clients who are considering migrating from premise-based HR systems, such as PeopleSoft, Oracle, JD Edwards or others and are evaluating HR SaaS solutions such as SuccessFactors or Workday

Brand Offerings/Platform

Not brand or platform specific

Additional Information

For contact information, helpful websites, collateral, education, and sales support please see the sales kits listed below:

w3

Offering information: Financing:

<http://w3.ibm.com/financing/sales/index.html>

PartnerWorld

Offering information: Financing:

<http://www.ibm.com/financing/partner/about/index.html>

IBM and Workday

<http://www-935.ibm.com/services/us/gbs/alliances/workday/>

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